

myBupa Member Portal User Guide

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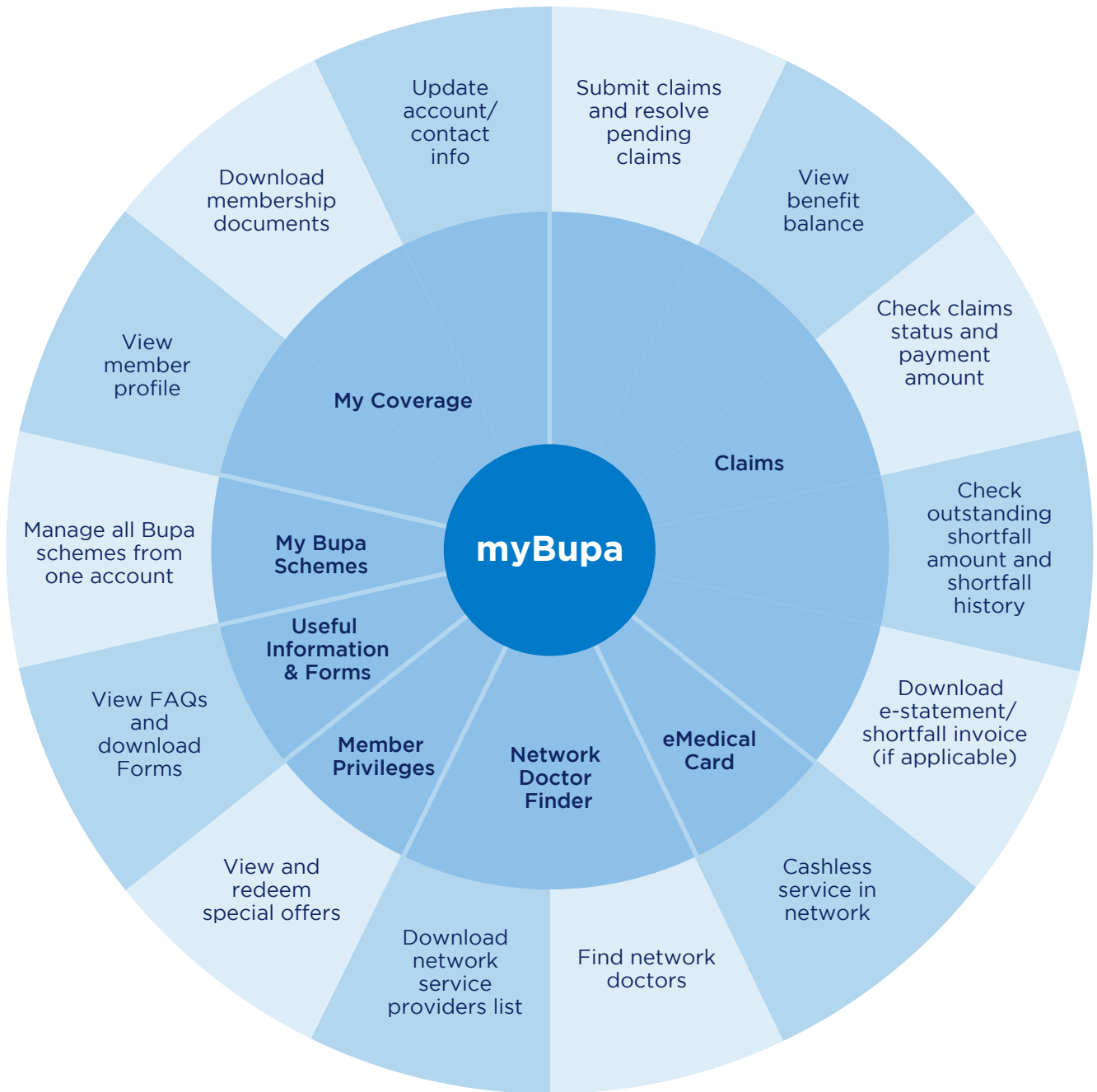
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1. Overview

1.1 myBupa Overview

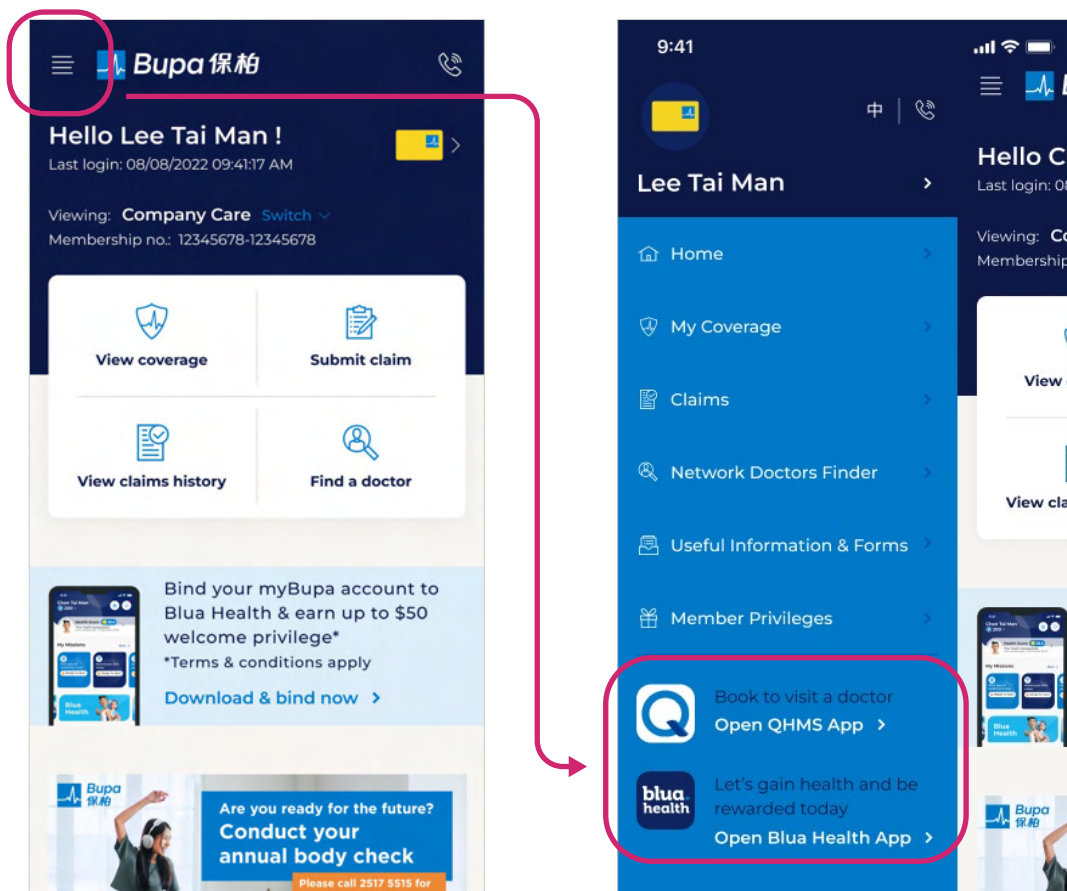


Scan the QR code to watch our video about myBupa now!

1.2 Direct access to Blua Health and QHMS's mobile app

Your myBupa account provides you with one-stop access to healthcare and wellness services. Simply click “Digital Healthcare” or “Blua Health” on myBupa to access Quality HealthCare Medical Services (QHMS)’s mobile app and Bupa’s wellness app Blua Health*!

[Click here](#) to take a look at how Bupa member Mr. Lee enjoys easier, faster and safer healthcare through myBupa.



* This service is currently available for selected insurance schemes only.



Scan the QR code to watch our video about myBupa now!

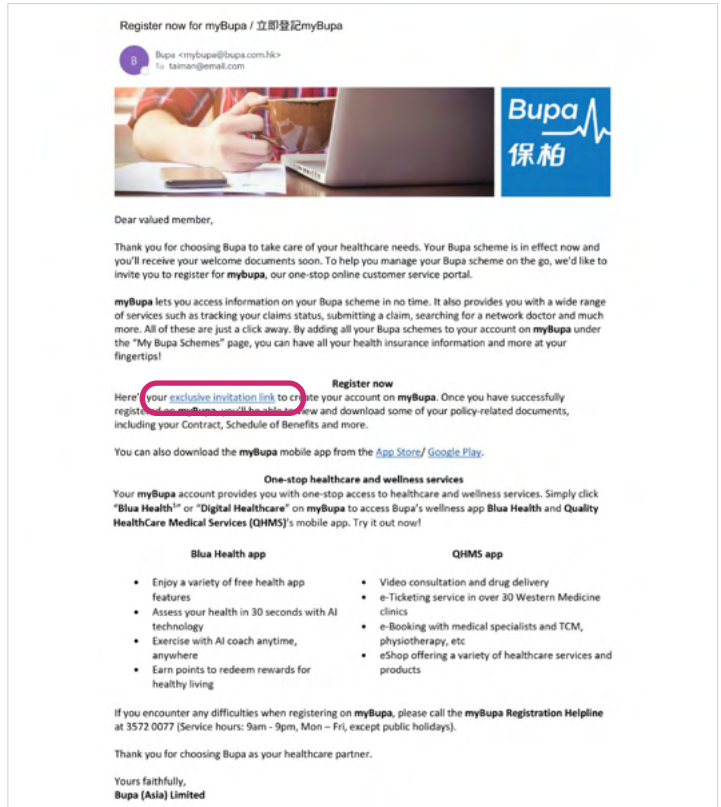
2. Member Registration

2.1 Create Account

There are two ways to create an account on myBupa:

1. If you already provided us your email address, you will receive an invitation email. Simply click the “exclusive invitation link” on the invitation email to enter myBupa’s account registration page.

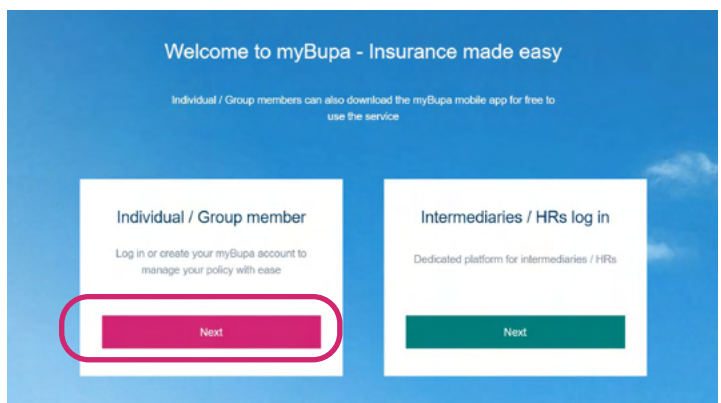
Invitation email



or

2. Visit myBupa at <https://mybupa.bupa.com.hk> and click the “Register now” link on the log in page.

myBupa login page



- To get started, please enter your membership information, including your:
 - Membership no. – the 16-digit number on your Membership Certificate or medical card.
 - HKID or Passport no. – For HKID no., enter the first 5 digits (including letters) in the format of A1234.
 - Date of Birth – either click the calendar icon to pick the date or enter the date directly in format of DD/MM/YYYY.

Register for myBupa – Step 1

Getting started

It only takes a few minutes to register so you can manage your Bupa account online. Once registered, you'll have access to your membership details, wellness services and exclusive offers.

[Click here to see the quick registration guide to help you get started.](#)
 You can also call myBupa Helpline at 3572 0077
 Mon – Fri, 9am – 9pm (Except public holidays)

Step 1: Get started

Please enter the correct membership no., HKID, and date of birth.

Membership no. * * Mandatory

HKID/Passport no. (The first 5 digits, including letters)*

e.g. A1234

Date of birth

DDMM/YYYY (e.g. 31/01/2000)

Submit

- Enter your contact information, login ID and password to create your account. You can only use one email address for each myBupa account.
- To proceed, click the “Send Verification Code” button. You will receive a one-time code via your email. If you don’t receive the verification code from your inbox within a few minutes, please look for our email containing the verification code in your junk or spam mail folder.
- The verification code is valid for 30 minutes. If you’d like to get another verification code, please click “Resend Code” button within 30 minutes.
- If you cannot complete the registration within 30 minutes, you may need to start the registration process from step 1 again.

Register for myBupa – Step 2

Step 2: Contact Verification

Please enter your mobile no. and email address. We'll need to verify your email to proceed to the next step.

Applicable to subscribers of individual schemes(except AON HK and BOC Life) and employees of group schemes - this mobile no. and email address will be updated as your contact information of your policy (if applicable). Employees who have provided their email address here will be taken as their personal email address record while their company email address record will remain unchanged.

Mobile no. *

For Hong Kong phone no.: No country code is required e.g. 21234567.
Overseas mobile phone no.: no space or hyphen is required after the country code e.g. +86 138xxxxxxx should be typed as 86138xxxxxxx.
Overseas fixed line phone no.: no space or hyphen is required between the country code and the area code e.g. +86 750 xxxxxxx should be typed as 86750xxxxxxx.

Email address *

Send Verification Code

- Your Login ID must be at least 6 characters long, with combination of any letters, numbers or special characters of . - _ (special characters other than . - _ are not accepted).
- Your password must be at least 8 characters long, with at least one lowercase letter, one uppercase letter, one number, and one special character of @ # \$ % ^ & * - _ ! + = [] { } | \ : ' , . ? / ` ~ " () ; (special characters other than @ # \$ % ^ & * - _ ! + = [] { } | \ : ' , . ? / ` ~ " () ; are not accepted).

Register for myBupa – Step 3

The screenshot shows a registration form titled "Step 3: Account Creation". Below the title, it says "Please enter the login ID and password you wish to use for myBupa." There are three input fields: "Create Login ID*", "Create password*", and "Confirm new password*", each with a greyed-out placeholder.

- Read and accept the Conditions of Use and Personal Information Collection Statement.

Register for myBupa – Accept Conditions of Use and Personal Information Collection Statement

The screenshot shows a page with two main sections. The first section is "Accept Conditions of Use", which includes a paragraph of text explaining the conditions and a checkbox labeled "I have read and accepted the Conditions of Use". The second section is "Personal Information Collection Statement", which includes a paragraph of text and a checkbox labeled "I confirm that I have read and understood the Personal Information Collection Statement ('Statement')...". At the bottom right, there are two buttons: "Cancel" and "Submit".

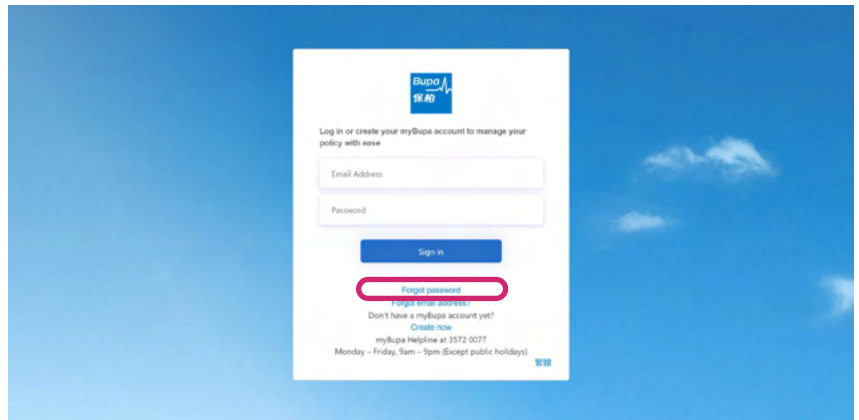
2.2 If you have registered myBupa before with same email address

If you have registered before with the same email address, you will not be able to create a new account.

Please follow below steps to reset your password and add new scheme.

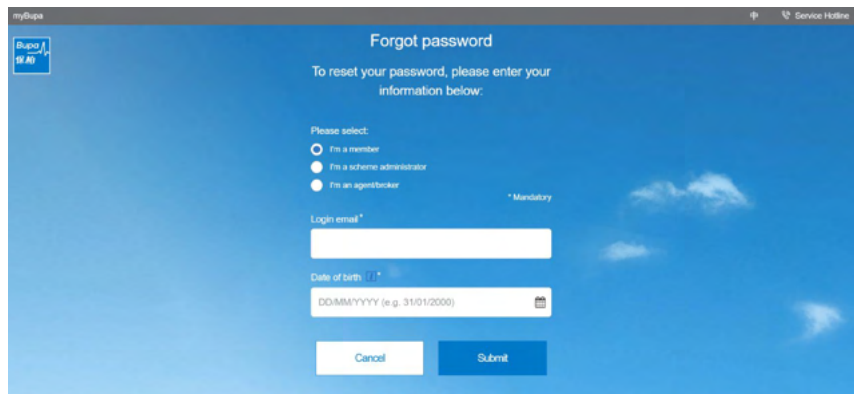
Step 1:

Click “Forgot password



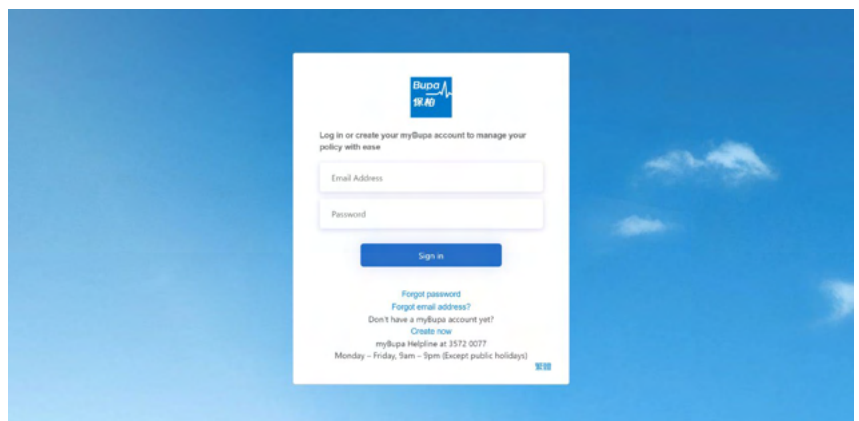
Step 2:

Enter email address and Date of Birth to receive “reset password “ email



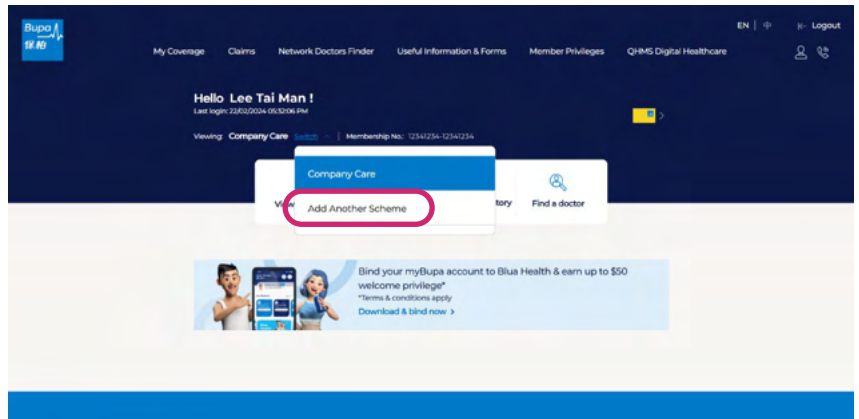
Step 3:

Log in myBupa using email address & new password



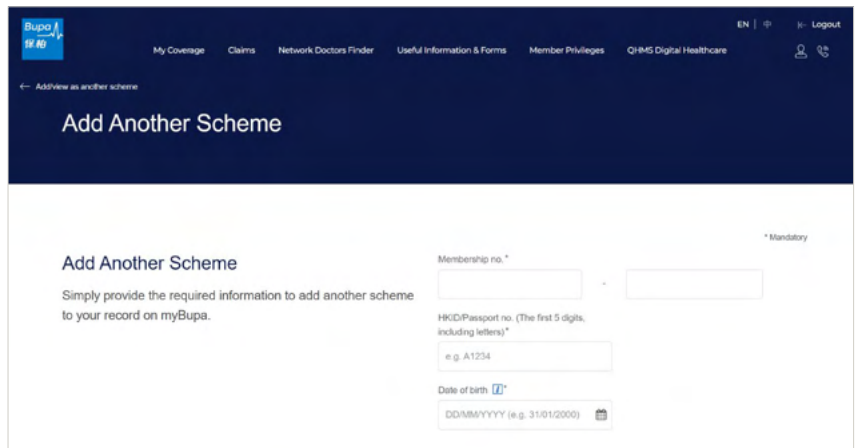
Step 4:

Once logged in, select “Add Another Scheme”



Step 5:

Enter membership number and personal details to proceed



3. Mobile App

3.1 Download myBupa mobile app

- myBupa is an online customer service portal available on the web as well as a mobile app.
- myBupa mobile app provides the same functionalities as the website. Plus, you can access your eMedical Card*.

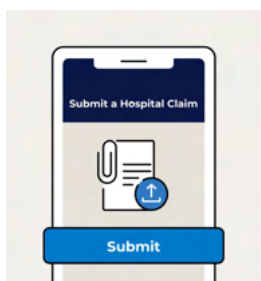
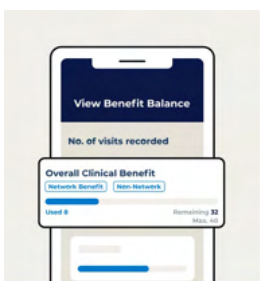
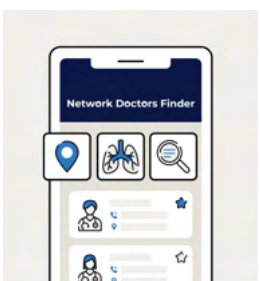
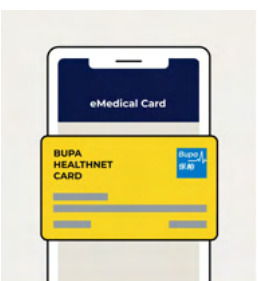
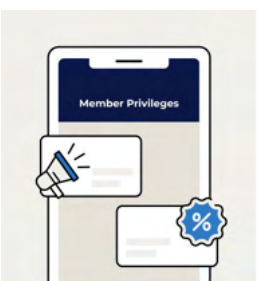
Scan this QR code to download myBupa



Supported version#
iOS 11.3 and above



Supported version#
Android 9.0 and above

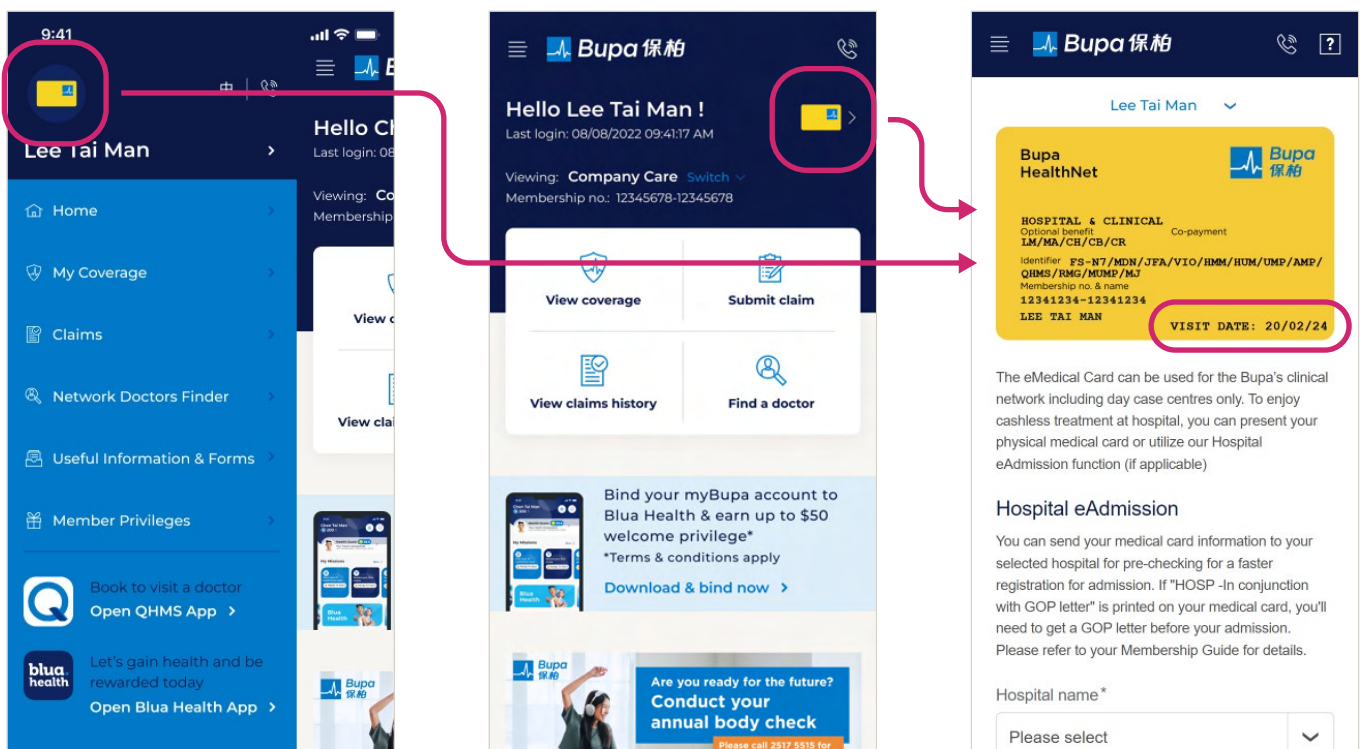
				
eClaims Submission Submit your clinical and hospital claims online for paperless, convenient reimbursement.	View Benefit Balance Check the usage, limit and balance of your Clinical, Dental and/or Optical Benefit (if applicable).	Network Doctors Finder Search for a network doctor based on location, speciality and more.	eMedical Card Show your eMedical card to enjoy cashless treatment at network clinics. <small>Note: Available for selected insurance schemes only.</small>	Member Privileges Enjoy exclusive offers, discounts and promotions for a wide variety of products and services.

* This service is currently available for selected insurance schemes only.

myBupa app is not applicable to HUAWEI AppGallery. HUAWEI device users can visit mybupa.bupa.com.hk to use the web version.

3.2 eMedical Card*

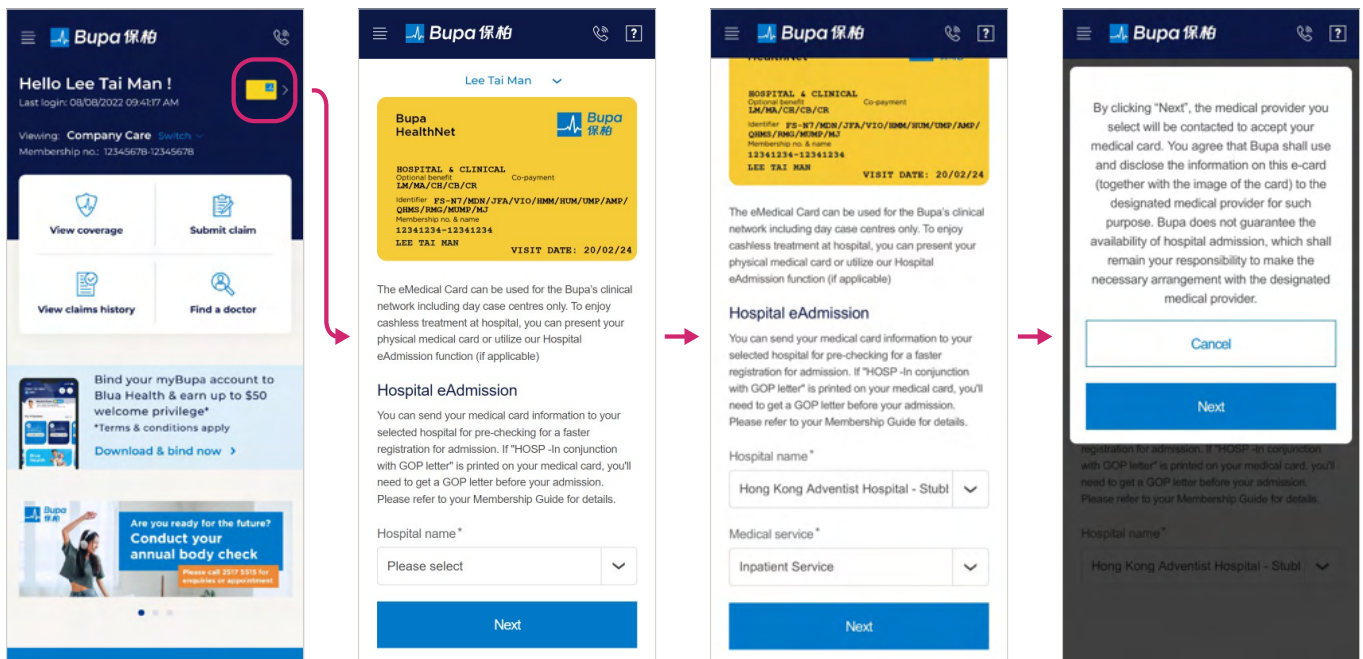
- Access an electronic version of your medical card using the myBupa app (a screenshot of medical card is also accepted but the “VISIT DATE” shown on the screenshot must be same as the day of doctor consultation).
- Present your eMedical Card to enjoy cashless service for designated medical services at Bupa’s clinical network providers.



* This service is currently available for selected insurance schemes only.

3.3 Hospital eAdmission

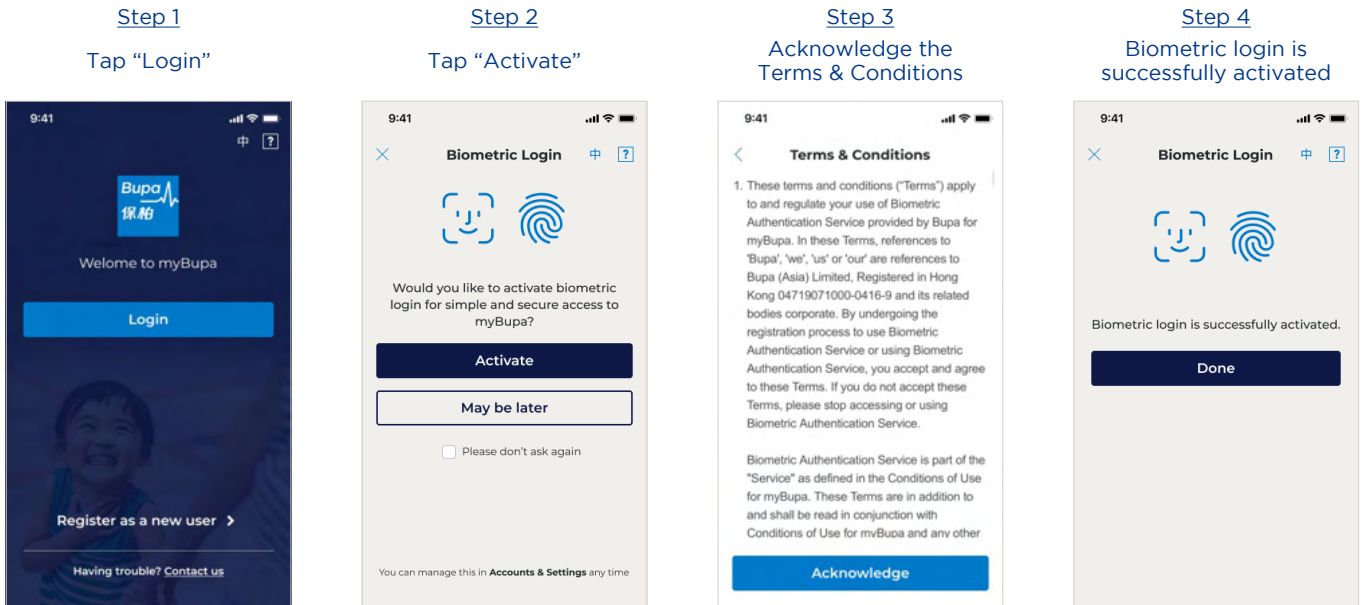
- For hospitalisation or hospital outpatient service, use Hospital eAdmission to send your medical card information to your selected hospital upon your admission or outpatient registration.
- Click eMedical card from myBupa app menu, select hospital and type of medical services*, press “Next” and an email confirmation will be sent to or a QR code will be scanned by your selected hospital.
- You’ll also receive an email notification from us instantly or show a QR code on myBupa as a confirmation, subject to the hospital arrangement.
- Present your eMedical Card or QR code on myBupa to enjoy cashless service and/or full cover at registration for admission upon request.
- This function is applicable to selected individual schemes and all group schemes with cashless benefit for hospitalisation only.



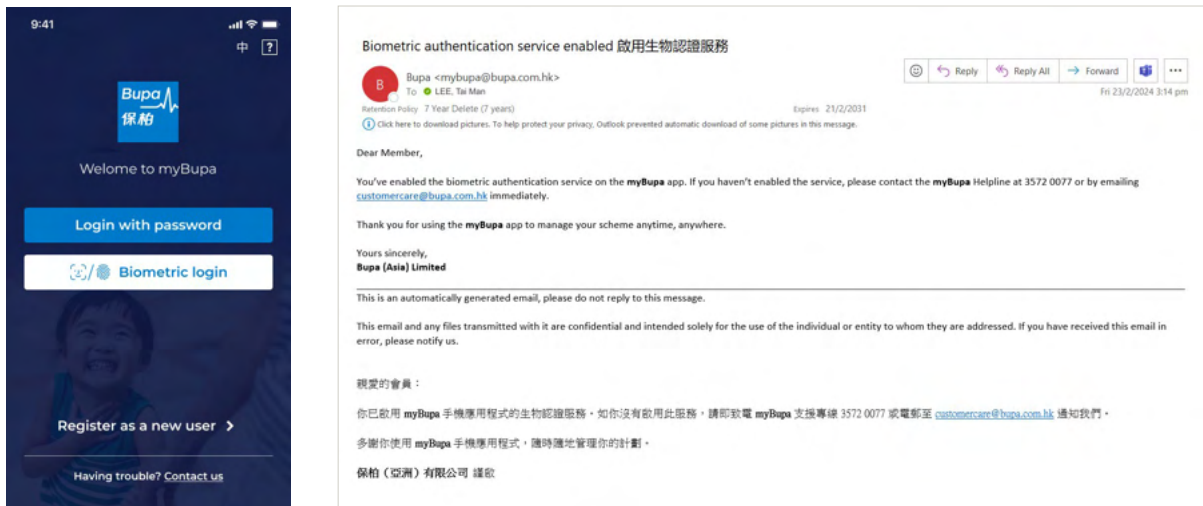
* if myBupa app menu does not display the hospital name or type of medical service, present your eMedical Card for registration.

3.4 Biometric login on myBupa app

- Activate the service:



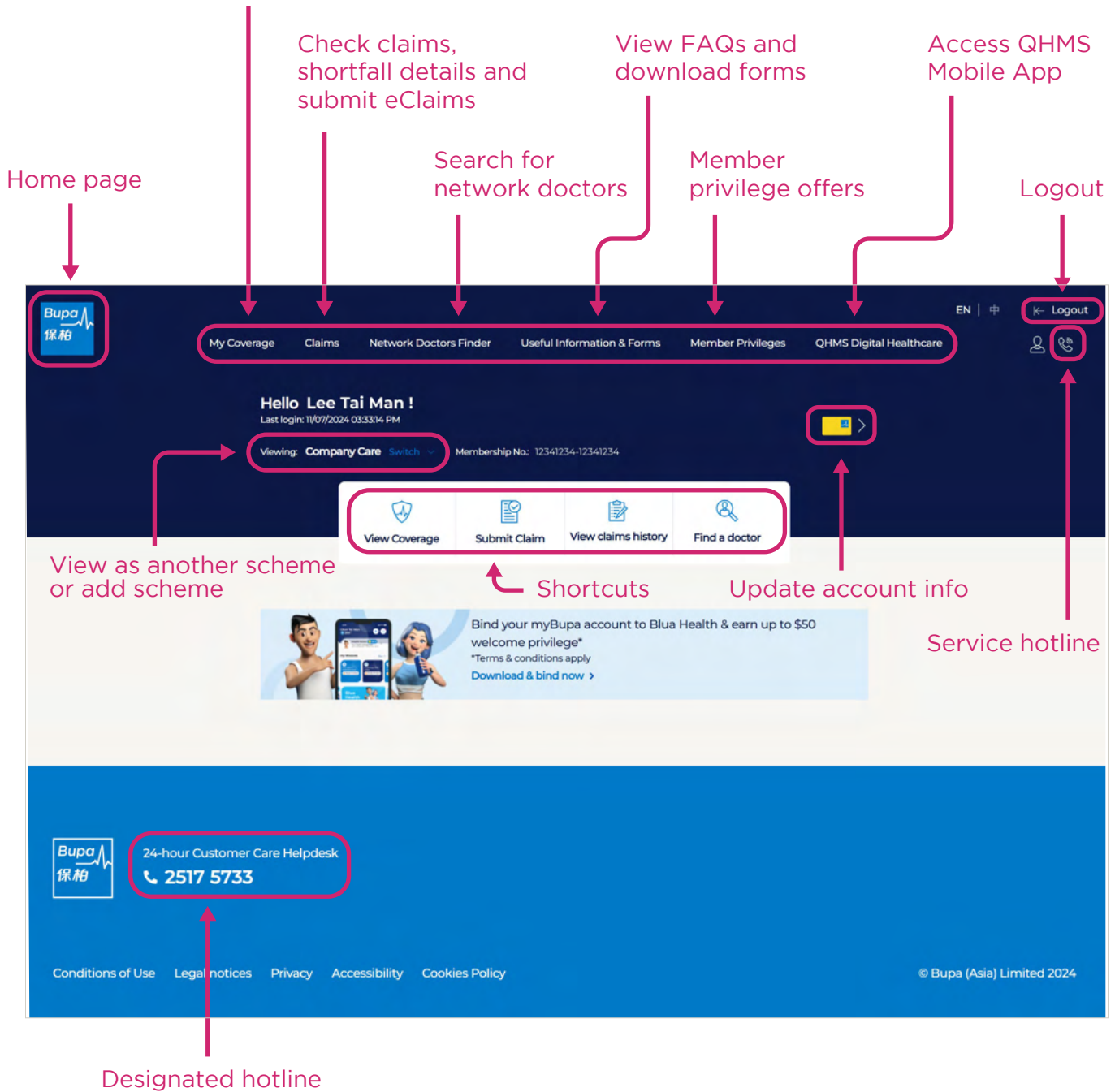
- The biometric login supports iOS/Android mobile devices with fingerprint, facial and/or other biometric sensor and the following operating systems:
 - Apple iOS version 11.3 or above
 - Android OS version 9.0 (API28) or above
- Next time when you log in, you can see this login page. Simply tap "Biometric Login" to access myBupa.
- After activating the service, you'll receive an email notification from us.



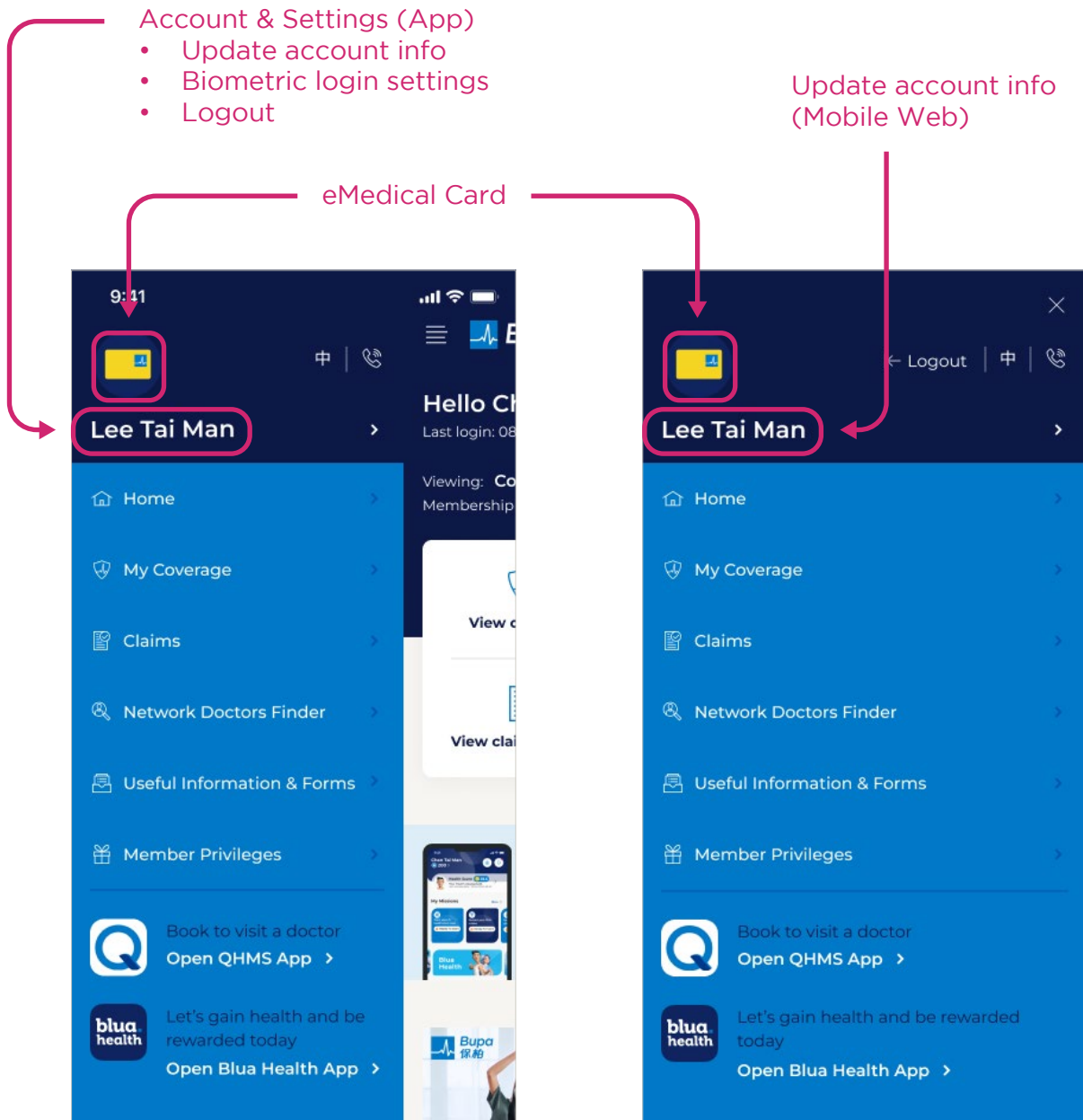
4. Navigation

4.1 Home Page

View your membership, download Schedule of Benefits and other important membership documents, as well as update contact information



4.2 Side Menu on Mobile (App & Mobile Web)



4.3 Function Pages

You can filter and sort your search results in this bar

Sub menu shows more functions under this page

The screenshot shows the Bupa Member Portal Claims page. The top navigation bar includes the Bupa logo, a home button, and menu items: My Coverage, Claims, Network Doctors Finder, Useful Information & Forms, Member Privileges, and QHMS Digital Healthcare. A sub-menu is open under 'Claims', listing: Claim Submission, Download Claim Statement, Resolve Pending Claims, View Shortfall, View Benefit Balance, and Download Shortfall Invoice. Below the navigation is a filter and sort bar with options for 'All', 'Voucher no.', 'Treatment period Last 3 months', and 'Sort by Newest'. A table displays claim details for a member named Lee Tai Man. The table has columns for Voucher no., Member name, Benefit item, Claim status, Received date, Treatment date, and Completion date. The table shows one claim with voucher number 56315021, status 'Submitted', received on 02/02/2024, and treatment on 31/01/2024. A pagination bar at the bottom indicates 'Page: 1 / 1'.

Voucher no.	Member name	Benefit item	Claim status	Received date (DD/MM/YYYY)	Treatment date (DD/MM/YYYY)	Completion date (DD/MM/YYYY)
56315021	Lee Tai Man	General Practitioner	Submitted	02/02/2024	31/01/2024	

Search result/ content

5. Function Highlights

5.1 My Coverage

On this page, you can view your scheme details, bank account number for claims reimbursement and your contact information in our record. You can also update your bank account number and contact information including your email address, contact number and local mailing address*. Changes will be reflected within 24 hours.

The screenshot displays the Bupa Member Portal interface. At the top, there is a dark blue navigation bar with the Bupa logo on the left and navigation links for 'My Coverage', 'Claims', 'Network Doctors Finder', 'Useful Information & Forms', 'Member Privileges', and 'QHMS Digital Healthcare' in the center. On the right side of the navigation bar, there are language options 'EN | 中' and a 'Logout' button. Below the navigation bar, a light grey bar shows the user's name 'Lee Tai Man' with a dropdown arrow. The main content area is white and features a 'My Coverage' header. Underneath, there is a 'Cover Details' section with a table of benefits. A blue 'Need help?' button is located on the right side of the page. Below the cover details, there are three expandable sections: 'Membership Documents', 'Claim Settlement', and 'Membership Details', each with a blue plus sign to its right.

Cover Details	
Scheme name	Company Care
Class no.	1
Benefits covered	Hospital and Surgical
	Clinical Referral letter requirement for specialist visits
	Top-up Medical
	Hospital Cash/Critical Illness
	Dental
	Optical Care
	Bupa Worldwide Assistance Programme View details

- Membership Documents +
- Claim Settlement +
- Membership Details +

* This service is not applicable to group members.

5.2 Claims

On this page, you can check your claims status, view your claims history for the past 12 months; and

- 1 Submit hospital, day surgeries and clinical claims online.
- 2 Download and view claims statement and shortfall invoice (if you or your company have registered to use e-statement service).
- 3 View your outstanding shortfall records since the start of your membership.
- 4 Check the usage, limit and balance of your Clinical, Dental and/or Optical Benefit (if applicable).
- 5 View the pending items of your claims and reply with required additional information online.

EN | 中 | Logout

My Coverage Claims Network Doctors Finder Useful Information & Forms Member Privileges QHMS Digital Healthcare

← Home

Claims

- 1 Claim Submission
- 2 Download Claim Statement
- 3 View Shortfall
- 4 View Benefit Balance
- 5 Resolve Pending Claims
- 2 Download Shortfall Invoice

Need help?

All Voucher no. Treatment period Last 3 months Sort by Newest

If you are the subscriber/employee, you can view the claims history of all dependant(s); if you are the spouse of a subscriber/employee, you can only view the claims history of yourself and your dependant(s).

Voucher no.	Member name	Benefit item	Claim status	Received date (DD/MM/YYYY)	Treatment date (DD/MM/YYYY)	Completion date (DD/MM/YYYY)
56315021	Lee Tai Man	General Practitioner	Submitted	02/02/2024	31/01/2024	

Page: 1 / 1

* The summary does not include claims that are pending, processing or not yet submitted to Bupa.

5.3 Submit a claim

On this page, you can:

- 1 Choose the type of claim (clinical, day surgeries, hospital) you'd like to file.
- 2 Also answer a few simple questions and we'll guide you to the correct claim form.

The screenshot shows the Bupa Member Portal interface for submitting a claim. The top navigation bar includes the Bupa logo, language options (EN | 中), and a Logout button. The main navigation menu contains links for My Coverage, Claims, Network Doctors Finder, Useful Information & Forms, Member Privileges, and QHMS Digital Healthcare. The page title is "Claim Submission".

1 What kind of medical expenses do you need to claim for?

All claims must be submitted within 90 calendar days after discharge, surgery or treatment.

The page offers four options for claim types:

- Clinical / Outpatient treatment**: All outpatient or clinical claims including consultations at outpatient clinics inside hospitals, prenatal check-up or postnatal check-up, dental treatments, wellness benefit or pre-admission or post-hospitalisation outpatient care.
- Hospitalisation / Inpatient treatment**: Claims involving Room and Board or Day Case Ward expenses in any private or public hospital or day-case unit of a Hospital (including delivery, non-surgical cancer treatment or kidney dialysis).
- Day surgeries (Clinical Surgeries)**: Treatments or surgeries at clinics or hospitals or day-case unit of a Hospital that do not involve Room and Board or Day Case Ward expenses (including non-surgical cancer treatment or kidney dialysis).
- Compensation for a critical illness**: A lump sum payment to compensate any medical expenses for treating a critical illness (Applicable to Bupa Critical Essential Care, Bupa Safe Critical Illness Insurance Scheme and Supplementary Critical Illness Benefit under Bupa Hero VHIS Plan). *Online claim submission is currently unavailable. Please submit your claim via a paper form.

2 Not sure which one to choose?

Let us guide you to the right claims submission process in just a few steps so that your claims can be processed smoothly

[Start](#)

3 Subscribers of individual schemes and employees under group schemes can submit eClaims for themselves and their dependant(s) (if any) under the same contract. Please select the dependant's name from a drop-down list.

- Fill in the treatment / hospitalisation date, claim item, treatment amount and other details, then upload supporting documents, and sign to confirm the submission.
- There's no limit on the no. of files that you can upload, but you can only upload a max. of 30MB in total file size per claim submission.
- As we may request you to provide the original copy of any claims documents, please keep the original copies for at least 6 months from the date of claim submission.

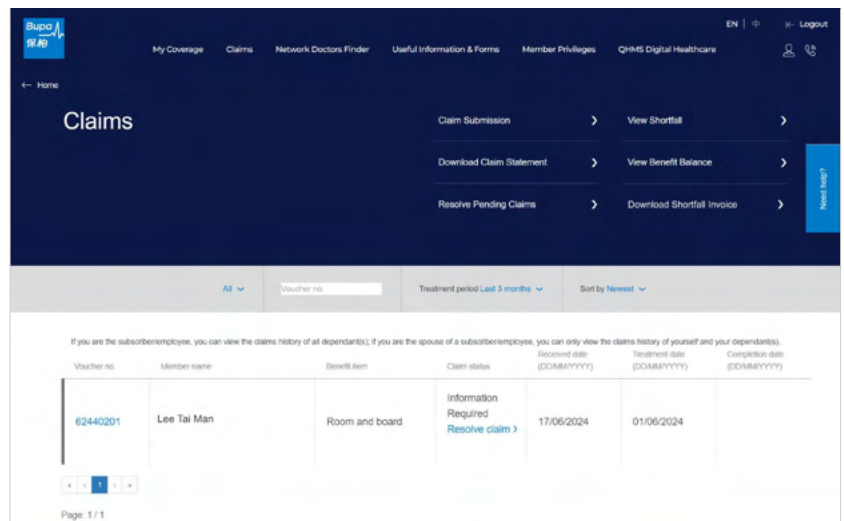
The screenshot displays the Bupa Member Portal interface for submitting a claim. The top navigation bar includes the Bupa logo, user account options (EN, 中, Logout), and menu items like 'My Coverage', 'Claims', and 'Network Doctors Finder'. The main heading is 'Submit a Clinical/Outpatient Claim'. Below this, the 'Claims Details' section contains three fields: a dropdown for 'Submit claim for' (highlighted with a red '3'), a date picker for 'Date of treatment', and another dropdown for 'Claim item'. 'Cancel' and 'Next' buttons are positioned at the bottom right of the form area.

5.4 Resolve Pending Claims

We've launched a new electronic version of our existing Request for Information Notification (also known as CIRs). It's currently available for individual members and selected group scheme members only.

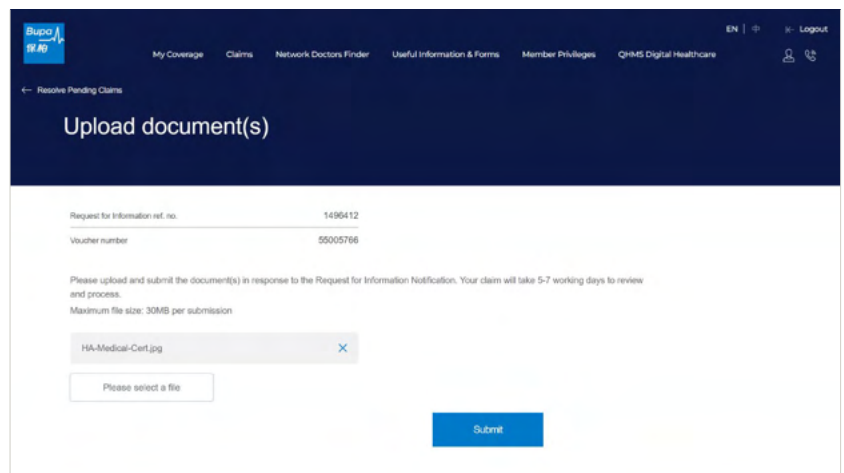
On this page, you can:

- View the pending items of your claims. A notification will be sent to you by email or post if any pending items are required.



On this page, you can:

- Reply with additional information as required through myBupa directly.



5.5 View Benefit Balance

On this page, you can check the usage, limit and balance of your Clinical, Dental and/or Optical Benefit (if applicable) under your contract. Full details on your usage can be found in your claim history.

Benefit Balance
as of 21/02/2024

Full detail on your usage can be found on in [your claim history](#).
The following balance does not include claims that are pending, processing or not yet submitted to Bupa.

No. of visits recorded
Below benefit item's balance may be subject to the overall balance

Benefit Category	Used	Remaining	Max.
Overall Clinical Benefit	20	30	50
General Practitioner	2		
Physiotherapist	11		
Specialist	2		
Chinese Herbalist, Bonesetter	1	19	20

* The summary does not include claims that are pending, processing or not yet submitted to Bupa.

5.6 Doctors Finder

On this page, you can:

- 1 Find network doctors' contact information based on provider name, service type or location.
- 2 Save your favourite doctors' contact details to 'My Favourites' to easily find them next time.
- 3 Download a full list of providers and Medpass Network Hospitals - the list of network hospitals in China (if applicable).

Network provider services may be subject to change from time to time. You're advised to call the network providers in advance to ensure your medical card is accepted before visiting.

Requiring referral

Bupa Medical Centre

Bupa Medical Centre offers premium integrated specialist healthcare staffed with service assistants to provide personalised experience.

Doctor/Clinic/Centre name	Service Type/Specialty/Day Case Surgery	Phone no.	Address	Service remarks
Sin Chung Yau Bupa Medical Centre	Day Case Centres (Gastroscopy & Colonoscopy) - General Surgery	9389 1732	Bupa Medical Centre, Rooms 1007, 10/F, New Town Tower, 10-18 Pak Hok Ting Street, Shatin, New Territories	
Sin Chung Yau Bupa Medical Centre	Specialists - General Surgery	9389 1732	Bupa Medical Centre, Rooms 1007, 10/F, New Town Tower, 10-18 Pak Hok Ting Street, Shatin, New Territories	

5.7 Useful Information & Forms

In this page, you can view our frequently asked questions, download claim forms and other frequently-used forms.

The screenshot shows the Bupa website's 'Useful Information & Forms' page. The header includes the Bupa logo, navigation links for 'My Coverage', 'Claims', 'Network Doctors Finder', 'Useful Information & Forms', 'Member Privileges', and 'QHMS Digital Healthcare', along with language options (EN | 中) and a 'Logout' button. A breadcrumb trail shows 'Home'. The main heading is 'Useful Information & Forms'. Below this, there is a search bar and a list of filters: 'Member Account', 'Claims', 'Documents', 'Login Page', 'Member Privileges', 'My Coverage', and 'Network'. A 'Download Forms' section is visible, with a link to 'Add/view as another scheme'. A search result is displayed: 'How can I manage all contracts under the same myBupa account?'. The footer contains a grid of navigation links: 'Home', 'My Coverage', 'Claims' (with sub-links: Claim Submission, Download Claim Statement, Resolve Pending Claims, View Shortfall, View Benefit Balance, Download Shortfall Invoice), 'Network Doctors Finder' (with sub-links: Nearby Doctors, My Favourites, Download Network Provider List), 'Useful Information & Forms', 'Member Privileges', and 'QHMS Digital Healthcare'. The bottom footer includes 'Conditions of Use', 'Legal notices', 'Privacy', 'Accessibility', 'Cookies Policy', and '© Bupa (Asia) Limited 2024'.

5.8 Member Privileges

- myBupa Member Privileges are special offers exclusively for Bupa members. These include discounts on healthcare services, such as doctors' consultations or immunisations, as well as entertainment and lifestyle products.
- Redeem any myBupa Member Privileges offer by presenting the e-voucher and a valid identity document to the participating vendor. Prior appointment may be required.
- Please note: myBupa Member Privileges offers can only be redeemed by Bupa members with active subscriptions.

The screenshot shows the myBupa Member Privileges page. The header is dark blue with the Bupa logo on the left and navigation links: My Coverage, Claims, Network Doctors Finder, Useful Information & Forms, Member Privileges, and QHMS Digital Healthcare. On the right, there are language options (EN | 中) and a Logout button. Below the header, there is a 'Filter by' section and a 'Need help?' button. The main content area is white and titled 'Member Privileges'. It features an introductory paragraph: 'myBupa Member Privileges features exclusive offers, discounts and promotions for a wide variety of products and services. Check out the latest offers exclusively available for Bupa members like you.' Below this, there are three featured offers, each in a white box with a light blue border. Each offer includes the Quality HealthCare logo, an image of a family, and the text: 'Health Check Package' and 'Exclusive privilege for Bupa members at [Clinic Name] clinics'. The offers are: 1. Basic Health Check 2 (Quality HealthCare clinics), 2. Comprehensive Women Health Check (QHMS clinics), and 3. Comprehensive Men Health Check (QHMS clinics).

5.9 Add/view as another scheme

On this page, you can:

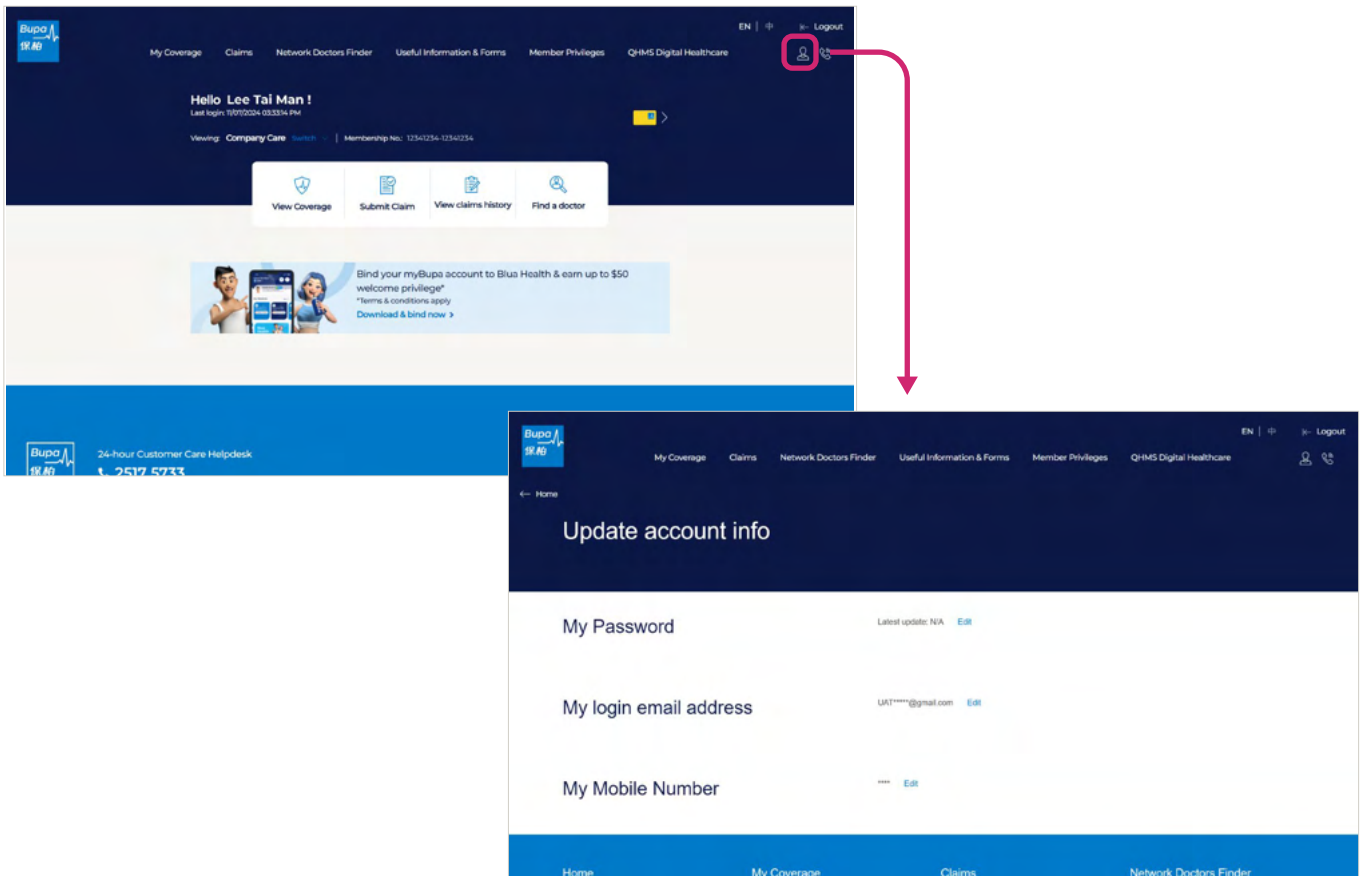
- 1 View the list of Bupa schemes that you have added to your account on myBupa.
- 2 Add another scheme by providing corresponding membership number, HKID and date of birth.
- 3 Select the specific scheme to view its details.

The image consists of two screenshots from the myBupa portal. The top screenshot shows the user's account page for 'Lee Tai Man'. A red circle labeled '3' highlights the 'Add Another Scheme' button in the 'Company Care' section. A red arrow points from this button to the 'Add Another Scheme' form shown in the bottom screenshot. The bottom screenshot is titled 'Add Another Scheme' and contains the following fields and text:

- Add Another Scheme**
- Simply provide the required information to add another scheme to your record on myBupa.
- Membership no.*** (Mandatory): Two input fields.
- HKID/Passport no. (The first 5 digits, including letters)***: Input field with example 'e.g. A1234'.
- Date of birth [📅]**: Input field with example 'DD/MM/YYYY (e.g. 31/01/2000)'.
- Personal Information Collection Statement**: A checkbox and text stating: 'I confirm that I have read and understood the Personal Information Collection Statement ("Statement"). I consent to the transfer of my personal data within or outside of Hong Kong for the purposes and to the types of transferees as set out in the Statement. I have understood the Statement's effect in respect of my personal information collected or held by Bupa (Asia) Limited, including the use, storage, processing, transfer, disclosure and/or sharing of part of or all of my personal information within the Group Companies in accordance with the Statement. The updated version of Statement is available for download from www.bupa.com.hk.'
- Submit** button.

5.10 Update account info

On this page, you can change your myBupa password, email address and mobile number.



5.11 Update bank account no. and contact information*

- 1 You can go to “My Coverage” > “Claim Settlement” to update your bank account no. at any time if needed.
- 2 You can also update your contact information including email, mailing address and contact no. at the bottom of the same page. Upon successful change, you’ll receive our email notification.

The screenshot shows the myBupa Member Portal interface. The top navigation bar includes the Bupa logo, a language selector (EN | 中), and a Logout button. The main navigation menu contains: My Coverage (highlighted with a red box), Claims, Network Doctors Finder, Useful Information & Forms, Member Privileges, and QHMS Digital Healthcare. The main content area is divided into several sections: Membership Documents, Claim Settlement (highlighted with a red box and a '1' in a red circle), Subscription Details, Membership Details, and Contact Information (highlighted with a red box and a '2' in a red circle). The Claim Settlement section displays the claim settlement method as Autopay, the bank account number as P** A*** N*** F*** 6***** 2***** 999999****999999, and the document delivery method as Via e-Services / Softcopy on myBupa. The Contact Information section displays the preferred email as 602*****@home.com, the mailing address as Corr Addr 1 60236532, Corr Addr 2 60236532, Corr Addr 3 60236532, Kwun Tong, Kowloon, and the contact numbers as Mobile no., Office no., and Home no. 99*****99.

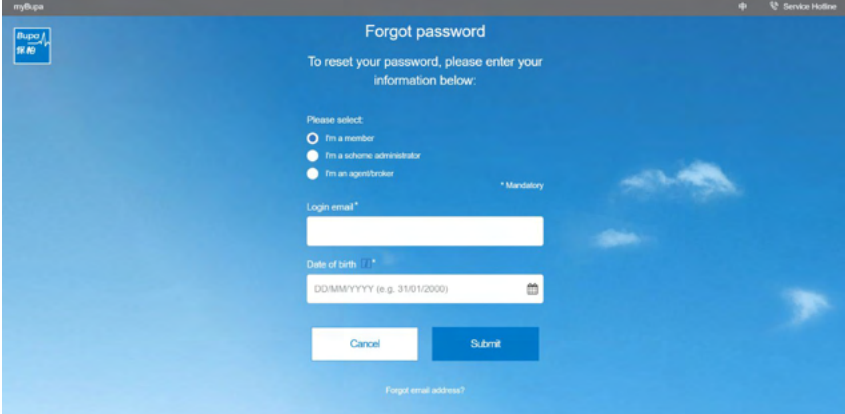
* This service is not applicable to group members.

5.12 Forgot Password

There are three steps to reset your myBupa password:

Step 1:

Select your role as a member, enter your email address and the 16-digit membership number.



myBupa

Forgot password

To reset your password, please enter your information below.

Please select:

- I'm a member
- I'm a scheme administrator
- I'm an agent/broker

* Mandatory

Login email*

Date of birth *

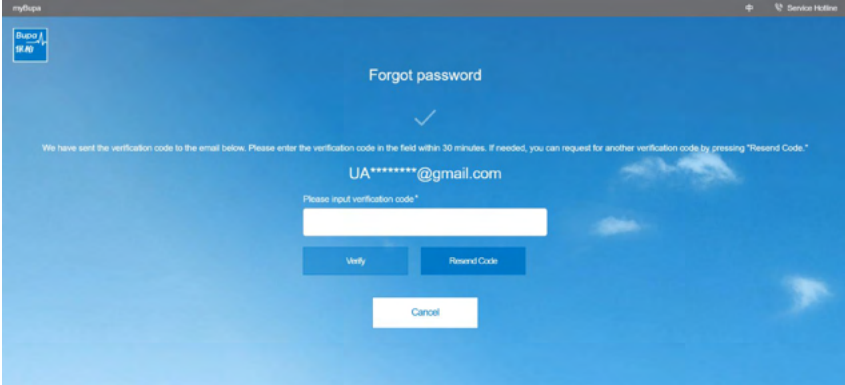
DD/MM/YYYY (e.g. 31/01/2000)

Cancel Submit

Forgot email address?

Step 2:

Check your email that's registered in myBupa to get the verification code and enter the code to complete email verification.



myBupa

Forgot password

✓

We have sent the verification code to the email below. Please enter the verification code in the field within 30 minutes. If needed, you can request for another verification code by pressing "Resend Code."

UA*****@gmail.com

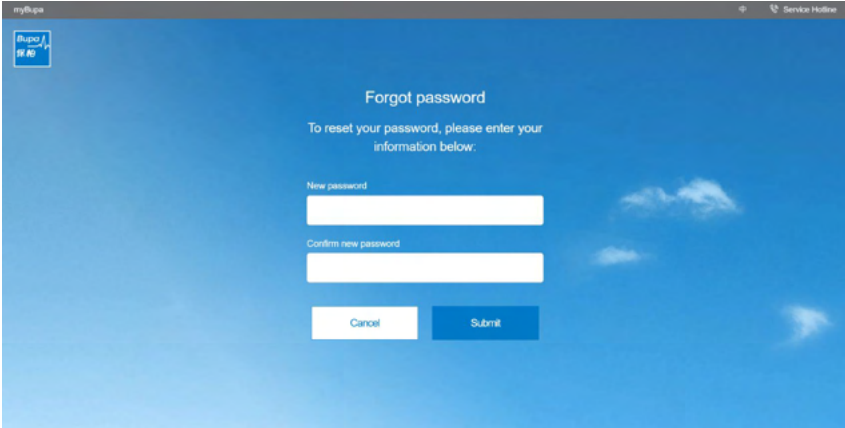
Please input verification code *

Verify Resend Code

Cancel

Step 3:

Enter your new password twice to complete.



myBupa

Forgot password

To reset your password, please enter your information below.

New password

Confirm new password

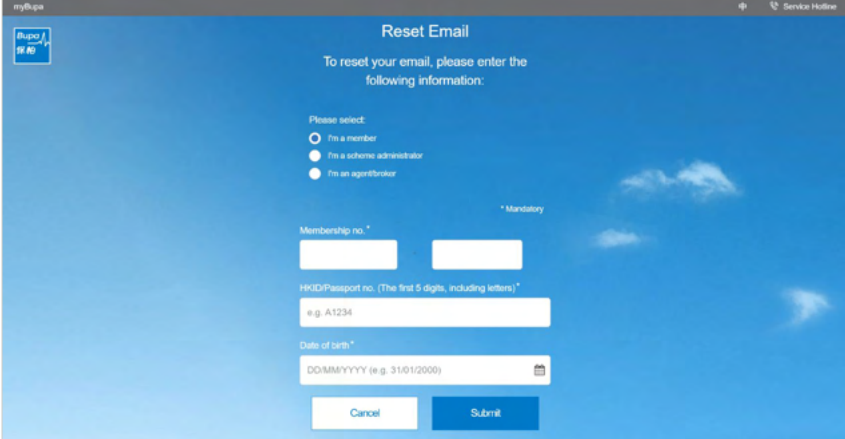
Cancel Submit

5.13 Forgot Email Address

There are two steps to reset your email address on myBupa:

Step 1:

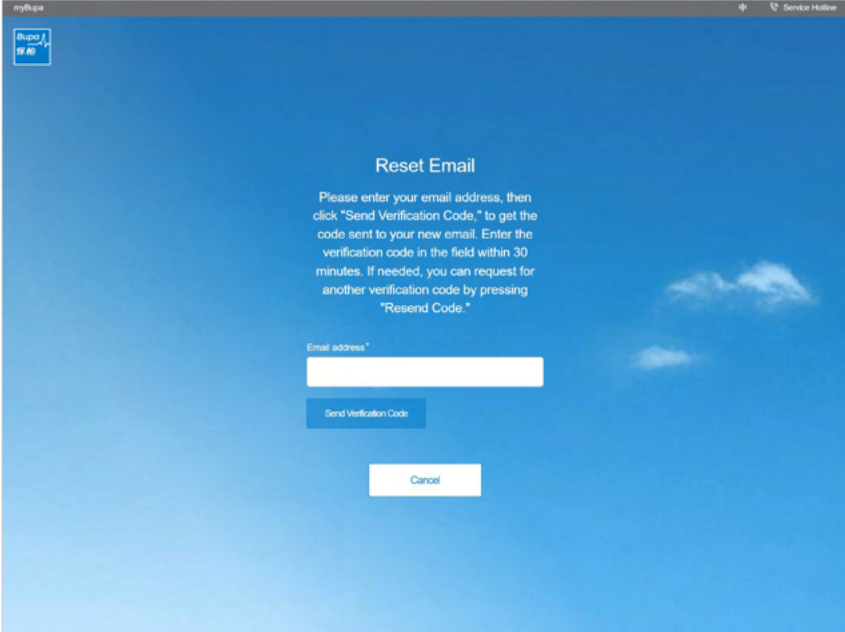
Select your role as a member and then enter the three key membership details.



The screenshot shows the 'Reset Email' page on the myBupa portal. The page title is 'Reset Email' and the instruction is 'To reset your email, please enter the following information:'. Below this, there are three radio button options: 'I'm a member' (selected), 'I'm a scheme administrator', and 'I'm an agent/broker'. A 'Mandatory' label is positioned to the right of these options. Below the options are three input fields: 'Membership no.' (split into two boxes), 'HKID/Passport no. (The first 5 digits, including letters)' (with an example 'e.g. A1234'), and 'Date of birth' (with a format 'DD/MM/YYYY (e.g. 31/01/2000)' and a calendar icon). At the bottom are 'Cancel' and 'Submit' buttons.

Step 2:

Enter your new email address and click "Send Verification Code" to send the code to your new email. Enter the verification code to complete the change email process.



The screenshot shows the 'Reset Email' page on the myBupa portal. The page title is 'Reset Email' and the instruction is 'Please enter your email address, then click "Send Verification Code," to get the code sent to your new email. Enter the verification code in the field within 30 minutes. If needed, you can request for another verification code by pressing "Resend Code."'. Below this is an 'Email address' input field, a 'Send Verification Code' button, and a 'Cancel' button.

Support

myBupa Helpline

Tel: **3572 0077**

Mon - Fri, 9am - 9pm (Except public holidays)